RFP-4-61
Questions and Answers

Q1. PeopleSoft Interface: Is PeopleSoft AICC and/or SCORM compliant? If not, then please provide compatibility specifications.

A1. The State of Indiana does not license PeopleSoft's Enterprise Learning Management product, which supports both AICC and SCORM compliant interfaces. The interface would need to be developed to use xml messaging to populate PeopleSoft's standard ci_course_enrollment1 component interface and related component interfaces for course and session creation as well as session evaluation information.

Q2. In Section 2.4.2, "technical interfaces" is mentioned. Please explain the requirement.

A2. "Technical interfaces" is actually mentioned in Section 2.4.3. It refers to what is required for a user to access a course via his PC and browser, what type of plug-ins might be required, any difficulty accessing the server, how is communication handled between the host site and the end user, and the ease with which the student and course data can be ported to a tracking system and manipulated to produce meaningful and varied reports.

Q3: What are the intentions with the catalog data? Please define this requirement. Catalog development (PunchOut) if vendor supports cXML standards

A3. Catalog development is a requirement of eProcurement. For purposes of this RFP, a catalog need not be produced and submitted with the vendor's proposal. This is not to say that a catalog will not be required once the award is made and a Quantity Purchase Agreement (QPA) is in place. On the other hand, if you want to submit a catalog as part of your response, feel free to do so. Please clearly mark the courses that meet our requirements as listed in Attachment D.

Q4. "Supports the specific data elements outlined by the SOI." Please explain.

A4. These would be the data elements required in a catalog – if one resulted from this QPA.

Q5. Can you share with me the name(s) of the vendor(s) who provided the e-TRAIN solution? What was the contract value? What kind of usage rate did you track?

A5. The vendors under contract to provide our previous eLearning solution, called eTRAIN, were NETg for the Information Technology training and SmartForce (later acquired by SkillSoft) for the PC End User, Business Skills, and Human Resources/Interpersonal training. The NETg contract was valued at $82,200 per year for two years. The SmartForce contract was valued at $135,410 for year one and $226,850

for year two. Usage was defined as a subscription purchased for a year and categorized by library as follows:

TYPE	YEAR 1	YEAR 2
Information Technology	204	102
PC – End User	287	313
Business Skills	184	180
HR/Interpersonal Skills	171	128

Q6. According to the RFP, the assumption could be made that all 30,000 state employees would be users of the courseware being delivered and tracked by the LMS. What are your target usage rates for the 1st year?

A6. Targets have not been established. We are hoping for significantly higher usage than we experienced during 2001 – 2003. Keep in mind, the number of IT professionals in state government is slightly more than 900 so that training is limited by the number of employees who need it. Our experience showed IT people utilized eLearning with good success because it is very cost effective, self-paced, and IT employees like using the PC to accomplish training. Usage for the other libraries will be driven by training budgets, whether eLearning is the correct delivery method for the learner, and marketing of the offering by both DoIT and the vendor(s).

Q7. Some of the terms listed under "eProcurment Guidelines" are either unfamiliar to me or I'm unsure how they apply: e.g. Alternative Fuel Vehicle, Case Pack, Action. Are these general guidelines or are they specific to this project?

A7. These are general guidelines and do not apply to this project.

Q8. From Attachment E "Please attach your tiered pricing methodology." Are you looking for something different that pricing given in attachment F?

A8. Attachment F should cover most of the pricing information. If, by answering all the questions contained therein, you feel you have more to explain simply attach that explanation and label it Attachment H.

Q9. In the main RFP you ask for 3 references; Section 2.3.8. I noticed you then also ask for 3 references by category in attachment E (to be included in a new attachment I. How many total references are you looking for or do you need?

A9. Three references per category of training: Information Technology; Desktop End User; Business Skills; and Interpersonal Skills, for a total of 12 references. You may use the same reference for multiple categories if they use your training content in each category.

Q10. Section 2.4.3 - "flexibility in the use of data collected" and "technical interfaces" Could you offer further explanation please?

A10. "Flexibility in the use of data collected" refers to the information collected by the LMS with respect to course usage, time spent per student or course, assessment scores, completion rates, etc. This data needs to be made available to DoIT in a format that can be massaged to produce ad hoc reports or complete an in-depth analysis of the data. "Technical interfaces" are explained in A2.

Q11. From Attachment D:

What is "GIS development"? "Visual Basics" - this is found under Desktop end user section of D. Should this be under IT or is this some thing else? "Six Thinking Hats" - please explain

A11. "GIS development" would simply be the fundamental principles of Geographic Information Systems. It would be used to provide a general awareness of GIS, mapping, data repositories, application of GIS, etc. "Visual Basic" does not belong under Desktop. Please strike. "Six Thinking Hats" is a critical thinking course developed by Dr. Edward de Bono. Check out the website at: http://www.aptt.com/6hats.htm

Q12. Is it OK to submit our catalog for your review rather than cut and paste each course into a table for Attachment D?

A12. You may submit a catalog as long as you clearly indicate which courses address DoIT requirements as listed in Attachment D.

Q13. Under section 2.3.6. This section asks us if there is certain language we need to see in an agreement. Can we submit the contract we negotiated with the State legal department previously?

A13. If you have negotiated a contract with the State of Indiana previously one must assume it met the requirements of both parties. Changes to the wording in that contract could be submitted as suggestions to the contract that will result from this RFP. From time to time, contract requirements, clauses, and wording will change so make certain to review Attachment B. By the time a contract is negotiated there could be additional requirements.